

Signs of summer



Construction starts

With bridges and bikeways, road work and rest areas, the Highway Division's construction and renovation season is underway.

The division plans to contract more than \$200 million in projects during federal fiscal year 1988. That includes modernization, preservation and construction work.

Bids will be let for about 30 projects this month alone. The largest contracts for May are the Alsea Bay Bridge and improvements to Oregon Route 6 in Tillamook County.

Two of this season's major projects are already underway.

In Southern Oregon, work has started on renovation of Interstate 5 between Ashland and the Califor-

nia state line. The \$27-million project will grade, pave and do structural work on 11.4 miles of road. The job will add a more durable surface, replace median barriers and metal guardrails with safer, concrete barriers, reconstruct a truck escape ramp and replace a bridge deck on the state line interchange.

Work has narrowed traffic lanes, reduced speeds and limited traffic to one lane at times. When blasting is done, the interstate is closed in both directions, although those closures are brief and done late at night.

"We know it is inconvenient for motorists," said Ron Busey, project See CONSTRUCTION, Page 5



ROAD WORK--Jim Davis (above), an engineering aide with the Eugene construction crew, checks the specifications for a road-widening project on U.S. 101 near Florence. The Highway Division plans to contract more than \$200 million in projects during federal fiscal year 1988.

'88 NTW has tie with Highway history

ODOT's divisions are making plans to celebrate National Transportation Week, May 15-21, with a series of statewide celebrations.

This year's NTW theme is History, to coincide with the Highway Division's 75th anniversary.

NTW celebrations are scheduled for the Lloyd Center in Portland

May 13-14, at a special noontime "Picnic in the Mall" in front of the ODOT Building in Salem on May 17, at the Jefferson Mall in Klamath Falls on May 18, at the Roseburg Valley Mall in Roseburg and at the Region 5 Highway Division headquarters in La Grande on May 19, and at Salem's Lancaster Mall May

20-21.

The Lloyd Center exhibit will happen two days before the official start of National Transportation Week because of mall scheduling conflicts.

National Transportation Week coordinator Lisa Flansberg will once again travel from one region show to another in the "Salem on Wheels" van. In it, Flansberg will carry displays to be used at each region exhibit except La Grande.

Salem's NTW celebration will include the introduction of this year's Glenn Jackson Scholars at the Picnic in the Mall, prize awards in the Jackson Scholars fund-raising raffle, fun runs and walks at Minto-Brown Island Park and a May 15 Auto Rally in the mid-Willamette Valley coordinated by Jeff Drago of the Traffic Section.

'First 75 Years' out this month

"The First 75 Years," a 16-page color publication that traces the history of the Highway Division from its beginnings in 1913, will be distributed mid-month to all those who regularly receive VIA.

It chronicles the Highway story, starting with the first graveled and macadam roads and concluding with what we have today--a modern, all-weather highway system, graceful bridge structures and the latest in technology.

In two sections, the commemorative publication traces, in pictures and words, the Highway Division's successful drive to bring Oregonians out of the mud and headed down the road.



GUEST--Gov. Neil Goldschmidt speaks during the 1987 Picnic in the Park.

HIGHLIGHTS OF THIS ISSUE...

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Region 1 Highway employee invents a better--and safer--way to stripe a road.

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A Futures Forum in May is designed to help Oregon move into the 21st century.

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The Glenn Jackson Scholars fund drive got a quick start with four \$500 donations.

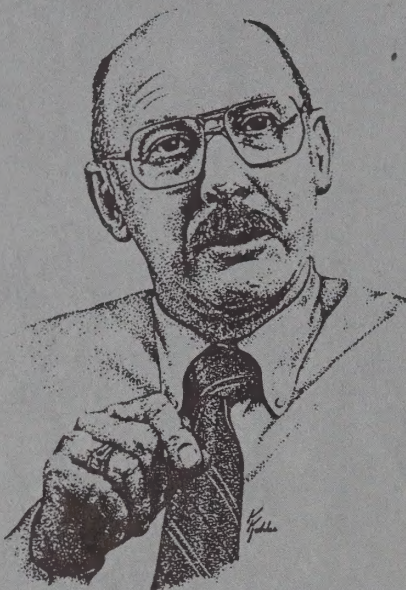
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Candid Comments asks about changes in the Highway Division by its 100th birthday.

A message from the director

I look at our department as a service organization.

It doesn't take much to realize the services we provide our transportation users. Some of them quickly come to mind: getting my driver license renewed, reminiscing about the good times I've had at Honeyman State Park with my family and as a Boy Scout. Even my weekday drive between Salem and Beaverton on Interstate 5 reminds me of our service role.



If you think about it, all of us are users of ODOT's services most every day of our lives.

Following the lead of our Motor Vehicles Division, the ODOT Executive Staff recently read and reviewed the book "Service America" by Karl Albrecht and Ron Zemke. It advocates orienting to a service economy, as opposed to our nation's former production-oriented economy.

The book is written for the private business entrepreneur, but I found absolutely no problem in relating the customer of

private business to the user of our public service.

To develop an outstanding service organization, "Service America" recommends it:

- Have a unified idea about what it does;
- Focus its attention on its users; and
- Design the organization for the user, not for the department.

I suppose I've always felt that way. My father, who once sold fuel oil, gasoline and motor car accessories, successfully built his business on customer service. He frequently related those ideals to my career with the Department of Transportation. So do I.

The management of our delivery of services is substantially linked to our values and attitude. "Service America" mentions that each of us deals with about 50,000 moments of truth every day. Its concludes that, unless we effectively manage those moments of truth, the quality of our service will regress to mediocrity.

I believe that each of us, regardless of our position in the organization, has a responsibility to manage these moments of truth when we make individual decisions on the delivery of our service to our users.

The users in today's society are expecting more, not less service.

Of course, there are two sides to every issue. In this case, the other side is the users' point of view.

The users in today's society are expecting more, not less service. We need to think about that and understand their expectations. And we've got to think about and understand their needs in order to deliver what they want.

In this age in which quality service is of critical importance, it becomes equally as critical to communicate that service to users. Consequently, we've got to communicate our sense of values and our attitudes to develop a positive image of the department.

To do this, we've got to establish a common vision of what we're all about. We have to understand and think together--we've got to know what we are, what we do and what we believe in.

I firmly believe the opportunity and resources are in our hands to make a significant contribution.

Bob Bothman

Letters



Express service

Neil Goldschmidt,
Governor:

I am writing you to bring to your attention the excellent service I received at a Motor Vehicles Division office recently.

I had ordered a printout of my motor vehicle record at the DMV Express office in Portland's Mall 205, and the abstract arrived only two days later. When I arrived at the DMV Express office, I walked directly to the counter and was provided my printout in just five minutes.

Of course, I have noticed you're concerned about improving DMV customer service and felt you should know how well things are going. Thanks.

Jack Resburg
Portland

Generous fellow

Dick Nelson,
District 10 Maintenance Supervisor:

I wish to commend an employee of yours--Pat Perry. He can be counted on when the roads are covered with snow and ice to clear them and keep them in safe repair.

Our roads are cleared of snow early enough for my children to walk to school. Believe me, when you see the plow coming, it's a tremendous relief.

Pat does a great many wonderful things for our community. He gets wood for senior citizens, helps on community projects, thawed a widow's water pipes year before last, winterizes low-income families' windows (he puts plastic on them) and even neutered my son's cat.

Thank you for having such a great individual tending business in the Mitchell area.

Sherry Hubbard
Mitchell

(Perry is a maintenance section foreman with Highway Division's District 10, Bend.--Editor)

Graphics 'team spirit'

Bob Bothman,
ODOT Director:

Though I'm sure it comes as no surprise to you, I wanted to let you know what a positive experience my staff had in dealing with your Graphics Section.

The assignment was a tough one: produce a number of clear charts on a complex crime package that kept changing right up to the last minute. Graphics Manager John Davenport and his staff handled it with a calm, professional persistence, and they invested some late nights and early mornings to get the job done.

The product was first-class and a great aid in getting our message across. I hope you'll let your folks know I really appreciate their professionalism and team spirit.

Department of Transportation employees should know they have helped take a bite out of crime.

Neil Goldschmidt
Governor

Fossilized whale skeleton

Ron Hjort,
Parks Region 3 Supervisor,
Coos Bay:

The Northwest Museum of Natural History Association wishes to thank the Parks and Recreation Division, Region 3, for assisting with our excavation of a fossilized whale skeleton at Cape Blanco State Park.

District Manager Mike Hewitt was most helpful and gave generously of his off-duty time to assist us in many phases of the project.

As we begin preparing the fossil, we do so with a goal of making the skeleton a museum centerpiece for the benefit of all Oregonians and tourists visiting our state. Thanks for helping us preserve a most important Oregon specimen.

David Taylor, Executive Director
Northwest Museum
of Natural History
Portland

Good attitude

Bob Bothman,
ODOT Director:

We would like to commend the hard work and cooperative attitudes of Max Klotz, manager of the Permits and Weighmasters Section, and Doug Gyllenskog, chief weighmaster of Weighmaster Operation. They helped solve problems with the placement of a weigh station near Waldport in our district, and their contributions were indispensable.

They took time out of their busy schedules to meet and travel with us to inspect proposed sites and consider each site's feasibility.

This attitude seems to be a common theme in your department, and we hope to see it continue.

Rep. Don Butsch and
Sen. John Breneman



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New invention speeds road-striping chores



IDEA TO ACTION--Robin Brooks, a traffic inspector with the Highway Division's Region 1, demonstrates a pavement marking device he invented for preliminary striping work. His idea saves time and money, and makes that job safer and easier, he says. Brooks is pictured in the inset photograph.

Robin Brooks has invented a device that makes laying out road stripes a safer, faster and less expensive job.

Dubbed the Brooks Pavement Marking Device, it fits on a vehicle's front bumper and can be activated by the driver to spray a pattern of markings later used by a striping crew. The device also can be used for traffic investigation.

Brooks has built five of his own, each one a refinement of its predecessor.

He took his idea, approved by the Employee Suggestion Awards Board, to Mechanical Specialist Tom Starr of the Equipment and Services Unit to draft a design and specifications. The Brooks Pavement Marking Device is to be available through the Highway Division storeroom if it's well received statewide, Brooks said.

Currently, about four of those devices are in use in Oregon.

Its operation is quite simple:

A can of paint fits in a piece of

square tubing attached to a vehicle's front bumper. A string runs from the device to the mirror outside the driver-side window. To trigger the spray can and mark the pavement, the driver simply pulls the string.

The device also can be fitted with a lumber crayon for more temporary pavement markings, according to Brooks.

One of the key advantages of the device is that it can be operated from a driver's perspective, he said. And because that reduces the chance of error, it also saves money. Removing one mile of incorrectly striped pavement line costs an estimated \$1,200, he said.

Other advantages include a manpower savings; instead of having two or three people work on a striping layout crew, the device can be operated with just one person. It also cuts the amount of time required for the job by about one-third, further cutting expenses, Brooks said.

News briefs



Anti-litter campaign kicks off in late May

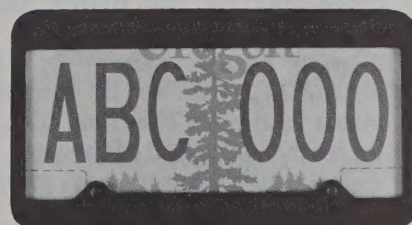
Details of a statewide anti-litter campaign will be announced during the Memorial Day weekend.

A KGW-Television/ODOT joint effort will include a series of public service announcements to run through the summer, and a number of other private sector firms will echo the anti-litter message through the use of special events, billboards, bumper stickers, posters, radio programming and others.

Dealers must redesign frames for new plate

With the introduction of Oregon's newly designed license plate in July, dealers will be prevented from using thick advertising bands along the top of those frames because they would obscure the word "Oregon."

The Motor Vehicles Division is working with the state's vehicle dealers and the Oregon State Police to address complaints about the requirement. DMV also is investigating the possibilities of establishing a grace period or moving the registration stickers locations.



'Walkers' Challenge' heads into final stretch

Department employees and retirees have until the end of National Transportation Week, May 15-21, to walk 75 miles to help celebrate the Highway Division's 75th anniversary.

The "Walker's Challenge," sponsored by the ODOT Safety Section, began April 1. Daily mileage charts are available by calling the Safety Section, 378-2638.

Public Transit lands grant for Gladstone TRAM van

The Public Transit Division helped secure a Special Transportation grant from the federal government to pay 80 percent of a new van for elderly and handicapped persons in the Gladstone area.

The 12-passenger vehicle, called a Transportation for Recreation and Medical Van, or TRAM, is equipped with a raised roof, split seating and center isle, hand railing and a two-way radio for dispatch services.

Vehicles registrations up in 1987, DMV says

About 100,000 more vehicles were registered in Oregon during 1987 than in 1986, according to the Motor Vehicles Division.

Registrations were up in all counties but one--Gilliam. About 2.7 million vehicles currently are registered in the state.

Weigh station gala May 13

The most modern weigh station in the world--Oregon's Woodburn Port of Entry--will host an open house celebration for the media, truckers, legislators, dignitaries and

the public beginning at 10 a.m. May 13.

The event will feature a new computer system installed at the weigh station that combines information on trucks--gathered using the Automatic Vehicle Identification system, Weigh in Motion system, static scales and visual checks by on-duty weighmasters--and updates records stored on the ODOT mainframe computer in Salem.

The computer, designed by Motorola Corp., has a response time of 100 milliseconds. During an average eight-hour shift, the weigh station computer makes up to 15,000 changes in the 250,000 records stored in the mainframe computer in Salem. That's about one transaction every three seconds.

No other weigh station in the world ties together all its truck monitoring systems in such an efficient package, according to Chief Weighmaster Doug Gyllenskog. The computer link to the mainframe saves countless hours previously spent filling out paperwork on each truck passing through the station.

"That frees up our staff to do more truck safety inspections and other work," he said.

Bid opening set for Alsea

Bids will be opened--again--for the new Alsea Bay Bridge on May 12.

The company with the low bidder at the opening in March later asked to withdraw its bid because of errors. The Transportation Commission rejected the other bids and directed the Highway Division to reopen the bid process.

The project, estimated to cost between \$30 million and \$50 million, was readvertised in April. Construction of the four-lane bridge on US 101 at Waldport is expected to take about three years.

The original bridge, built in 1933, will continue to be used until the new bridge can handle traffic.

'Front line' handed decision-making duty

State Highway Engineer Don Forbes has named Don Adams as his deputy in a reorganization of the division.

Adams had been assistant state highway engineer since 1986.

Working with a group of senior Highway staff, Forbes has developed a reorganization plan to improve service and consolidate resources.

'I believe effective decisions are made closer to the front line, where projects are implemented.'

"We have an opportunity to plan long range for our future," he said. "Rather than react piecemeal to retirements of key players and other changes, we can decide now how we eventually want the division to look, and we can start moving in that direction. I have a great amount of faith that these changes will benefit not only highway users but Highway employees as well."

A key feature of the new structure gives more responsibility to the regional engineers, who will report directly to Forbes.

"I believe effective decisions are made closer to the front line, where projects are implemented," Forbes

said, referring to his emphasis on pushing decision-making farther down into the organization.

"That includes gradually moving more construction decisions to the region level. The region engineers and the Construction Section, where we need to retain some centralized expertise, will work out a balance over the next two construction seasons."

In a central office change, Road Design Engineer Duane Christensen is heading a new section called Project Development. It incorporates Right of Way, Bridge, Environmental and Road Design. After the retirement of Traffic Engineer Bud George in June, it will also include part of the Traffic Section, with the rest going to Planning.

Forbes will not fill the two vacant Assistant State Highway Engineer positions, vacated by Adams' promotion and Pat Schwartz' recent retirement.

"By using Don Adams' expertise and experience to best advantage, I believe we can eliminate one layer that is no longer needed," Forbes said.

2010 Plan goes to La Grande

La Grande-area citizens will get a chance to comment on the Parks Division's draft 2010 Plan this month.

The plan identifies \$161 million in projects and investments beyond the division's regular budget needed by the year 2010.

This month's public meeting, scheduled for 7:30 p.m. May 24 at Eastern Oregon Community College, is the sixth of eight meetings planned through June.

Results of the meetings, questionnaires on the plan's major issues and deliberations of a 10-member citizen committee studying the 2010 Plan will be combined into a final plan. That final plan will be ready by the end of the year.

Two public meetings remain. Those include:

- June 22--Central Oregon Community College, Bend, 7:30 p.m.

- June 23--Celilo Converter Station, The Dalles, 7:30 p.m.

Club camping fees to rise for summer

The Transportation Commission in April approved a \$1 increase in the advance deposit for club camping at Oregon's state parks.

With a \$3 per campsite non-refundable registration fee, the total club camping fee consequently rises from \$10 to \$11.

The new fees are effective for the summer season, May 9 through Oct. 2.

The commission also approved in March an across-the-board \$1 camping fee increase to recover revenue lost with the recent elimination of the \$2 surcharge to non-resident campers.

Award winner



STATE OF THE ART--A bicyclist pedals down Salem's Center Street Bridge bicycle and pedestrian ramp, a Highway Division project selected winner of the 1987 Excellence in Concrete Award. The award is presented annually by the Oregon Chapter of the American Concrete Institute and the Oregon Concrete and Aggregate Producers Association, Inc.

Forum to help in plotting state transport strategy

How is the Department of Transportation going to help move Oregon into the 21st century?

To help define a new transportation strategy for the state, the Transportation Commission is sponsoring a Futures Forum entitled "Moving Oregon into the 21st Century."

The one-day forum is scheduled for May 6 at the Airport Holiday Inn, Portland.

Commission Chairman Mike Hollern said acknowledged experts at the regional and national levels will cover a range of topics. These topics include global, national and Oregon future perspectives; the future of passenger, freight and technological development of transportation; and Oregon opportunities in economics, development and social trends.

Keynote speakers include Robert Evans, senior associate of the Naisbitt group; Floyd McKay, governor's assistant for communications; writer Alan Pisarski; Leo Donovan, vice president of Booz-Allen Transportation Consultants; Dr. William Harris, professor at Texas A&M University; and Francis Francois, executive director of American Association of State Highway and Transportation Officials.

Also, Oregon Sen. Jane Cease; Roger Bird, vice president for International Services-WEFA Group; William Scott, president of Pacific

Development, Inc.; Dr. Ruth Miller, futurist; and Dr. Jeff Luke, director of Bureau of Governmental Research and Service at the University of Oregon.

The forum is expected to attract 500 participants, according to Paul Norris, ODOT Policy and Planning.

U.S. 101 needs help, public says

An estimated 200 people attended four public meetings on proposed improvements to U.S. 101, according to Bob Royer, planning engineer.

Royer told the Transportation Commission recently that the meetings are part of a Highway Division study to develop a long-range strategy for improving the major coastal corridor.

At those meetings, the public suggested improving signing to designate tourism and recreational attractions along the route, selective thinning of timber and brush, improved and more bicycle facilities, more vista turnouts and more passing lanes.

Highway staff will merge technical information with testimony and draft a study for the commission in July.

5 and 10
Years Ago

MAY 1983

- Record rains, high tides and waves, earth and sand movements challenged District 7 highway maintenance crews that winter and left an estimated \$5 million in damage. Then-Gov. Vic Atiyeh declared Curry County a disaster area.

- A huge crowd of bicyclists, road racers, square dancers and spectators were expected to fill the Glenn Jackson (I-205) Bridge during Columbia Crossing '83 to commemorate the bridge's completion.

MAY 1978

- The *Oregonian* newspaper editorially commended the Banfield Transitway information program as "the best attempt of recent times...and perhaps ever."

- Billboards reading "Our Roads Need Help" sprouted up throughout the state in support of a two-cent increase in gas tax.

- The ODOT Personnel Operations Section was scrambling to fill about 70 positions in the Highway Division. Studies conducted earlier that year revealed ODOT was not up to its budgeted manpower strength because of attrition and layoffs in 1976.

Jackson Scholars fund edges toward goal

Donations came from all angles within ODOT during this year's 1988 Glenn Jackson Scholars fund-raising campaign.

In keeping with tradition, Jesse Dressler, on behalf of the Association of Engineering Employees, and three top ODOT administrators--ODOT Director Bob Bothman, Director for Administration Gary Potter and State Highway Engineer Don Forbes--each wrote \$500 checks for the drive.

That \$2,000 bloc contribution helped springboard this year's drive closer to its \$50,000 goal. Whether it reached that mark was unknown at presstime, as pledges continued to roll in.

Now in its fourth year, the scholars fund drive probably will hit its long-range goal of \$250,000 when the final figures are in, according to

The Scholars Store will remain open for an indefinite period of time.

Potter, scholars fund chair. The scholars fund had a \$200,000 balance at the beginning of this year's drive.

The Scholars Store, with an expanded selection of ODOT and Highway 75th anniversary merchandise, grossed \$10,000 in merchandise sales by late March, according to Public Affairs' Donna Graning, store tender.

Profits from those sales are deposited in the scholarship fund.

The Scholars Store will remain open for an indefinite period of time, Graning said.

The Jackson Scholars Bowling Tournament, coordinated by Brenda and Bob Trump of the Motor Vehicles Division, was held in Keizer in mid-April, with 335 bowlers competing. The tournament raised \$2,345 for the scholarship fund, according to the Trumps.

Contributors to this year's scholarship drive will automatically be entered in a raffle drawing scheduled for May 17 in Salem. Prizes, offered by ODOT employees from throughout the state, include sailing, fishing and hunting trips, chocolates and gourmet foods, craft items, camping and department store gift certificates and more.

Also to be announced at the picnic will be the winners of two more Glenn Jackson scholarships. That will complete the goal of funding

eight, perpetual \$2,500 annual scholarships.

The commission will have lunch with this year's scholarship winners and finalists following the Capitol Mall ceremony and the raffle drawing. Current Jackson Scholars also have been invited to attend.

The Glenn Jackson scholarship is one of the largest offered in the state. Children of retired ODOT employees or dependents of active ODOT employees are eligible for the scholarship program. Winners receive \$2,500 annual scholarships for four years, and are offered summer employment with ODOT.

The program is funded solely by contributions of ODOT employees, retirees and friends of Glenn Jackson, plus employee-sponsored activities such as The Scholars Store and the bowling tournament.

Conference delegates: Take the Oregon Trail in 1989

Oregon will host representatives from 17 western states in the summer of 1989.

About 600 delegates, their spouses and children are expected for the Western Association of State Highway and Transportation Officials' annual conference, scheduled for July of that year in Portland.

Gary Potter, ODOT assistant director for administration and chairman of the WASHTO steering committee, has set four primary goals for the conference. Those are:

- A sound technical program with stimulating, futuristic themes;
- Close attention to detail during the conference planning process and the event itself;
- Showcase Oregon as a premier vacation spot in 1989; and
- Everyone should have a good time.

Other members of the steering

committee and their conference responsibilities include Don Adams, deputy director of the

Highway Division, responsible for the Technical Program; Joe Christian, ODOT director for financial

management, responsible for Finance and Registration; John Elliott, special assistant to the director, responsible for Activities and Special Events; and Rick Kuehn, Region 1 highway engineer, responsible for Transportation.

Lisa Bolliger, WASHTO '89 coordinator, acts as assistant to Potter and liaison to Elliott (see related article).

The conference theme--"Take the Oregon Trail to WASHTO '89"--will set the tone for the entire gathering. Beginning with a wagon train theme in the opening, it will progress through the Model T era, cover light-rail transit and conclude with the exploration of space.

A small delegation from Oregon in July will visit Montana, host of WASHTO '88, to introduce Oregon as the next host state. Activities planned include presentation of the "Oregon Trails" slide show, which premiered at Expo '86 in Vancouver, B.C.



Bolliger plans WASHTO '89

Lisa Bolliger has joined the Office of Public Affairs as coordinator of the Western Association of State Highway and Transportation Officials (WASHTO) conference.



Lisa Bolliger

Gary Potter, ODOT's director for administration, is chairman of the WASHTO '89 observance, which will be held in July of that year in Portland.

She will also help coordinate special events, develop a "how to" guide for organizing special events, and conduct various studies.

Bolliger transferred to Public Affairs from the Highway Division Construction Section, where she spent two years in the Equal Employment Opportunity/Disadvantaged Business Enterprise Compliance Unit as the EEO Compliance Officer and Minority Business Enterprise Certification Specialist.

Construction work expected to affect traffic flow

Continued from Page 1

manager. "The contractor is trying to complete the project a year ahead of the October 1990 deadline to minimize the impact on traffic. The end result will be a much safer road."

Traffic Impact

In the Portland area, sound wall remodeling and drainage work is being performed on Interstate 84 between Northeast 111th and Northeast 181st streets. The \$24-million project will add lanes, upgrade and resurface the road and rebuild structures. The expected completion date is August 1990.

So far, that project has not seriously disrupted traffic, according to Marion Craft, Region 1 construction engineer.

The impact of closing the 122nd Street ramp was studied by the Highway Division, Tri-Met, Multnomah County and the cities of Portland and Gresham. Money has since been allocated to adjust the timing of traffic signals on alternate routes to handle heavier traffic volumes projected because of that

closure.

In Northeast Oregon, a grand opening ceremony for Interstate 82 will mark the completion of the state's freeway system. That new road will connect I-84 with the Columbia River.

Two other multi-million dollar projects are wrapping up. The Mission Street reconstruction in Salem is 10 months ahead of schedule. In Portland's northwest industrial area, the Stadium Freeway (I-405) project from Northwest Nicolai to the West Fremont interchange is nearing completion.

Preservation Work

This year the division is spending \$10 million on pavement preservation--pavement recycling, overlays and chip seals--at the urging of region engineers.

State Highway Engineer Don Forbes said he prefers preservation work over shorter-term road rehabilitation methods.

"When you can preserve a system rather than have to come back year after year and patch it--and take care of it before it deterior-

ates--then it's a better use of money," Forbes said.

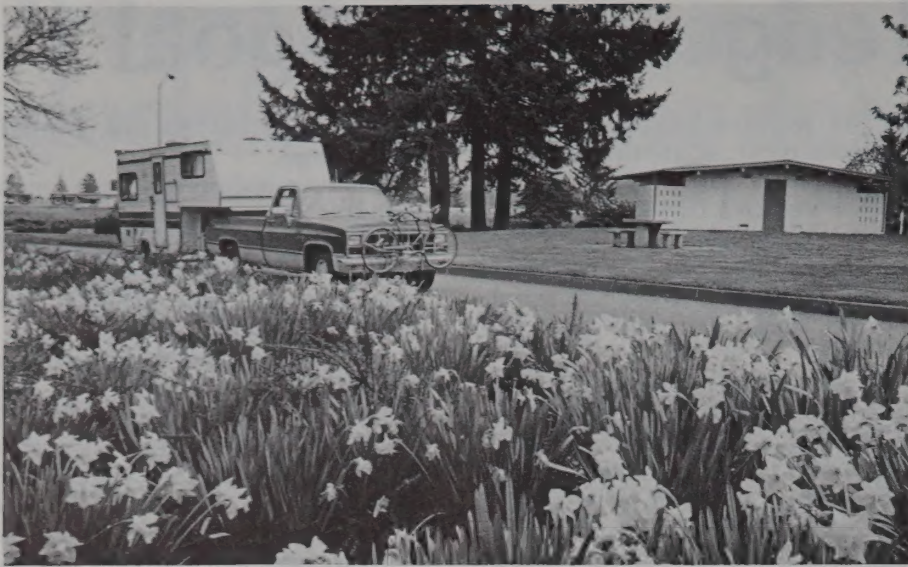
Road conditions just a call away

Motorists this summer will again be able to dial for information about construction delays.

The Highway Division, in conjunction with the Oregon State Police, will operate a telephone report about road work on Oregon highways.

The target date for starting the phone report is May 20.

The service will use the same number--238-8400--as the winter road report. It will be updated weekly, to reflect current traffic problems. Callers with touch-tone phones can choose reports for specific regions, while those using rotary-dial phones will need to listen to the whole report.



TIME OUT--Motorists take a break at the Santiam Rest Area off Interstate 5. A study of six Oregon rest stops shows they must expand to keep pace with an expected increase in freeway traffic over the next two decades.

Rest areas at capacity

Freeway traffic in Oregon is expected to rise 50 percent in the next 20 years, and rest areas will have to expand to keep pace, according to Highway Division officials.

A study of six freeway rest areas on Interstates 5 and 84 shows some are currently operating at capacity, according to Linda Apple, Highway Division planner.

"As we forecast what traffic's going to be 20 years from now, we find the capacity of our rest areas won't meet the needs of those travelers in the future," Apple said.

Oregon's rest areas will need more parking area, more rest rooms and, in some cases, more facilities, she said.

Because Apple projects that trucks and recreational vehicles will make up a larger proportion of traffic in the future, parking areas will need to expand at a faster rate than for autos.

Although the rest area system will need to expand in the future, a user survey shows the types of facilities offered in Oregon should stay about the same.

About half of the states in the country have more elaborate rest areas, complete with concessions or vending machines, she said. But Oregon travelers participating in the survey did not favor that idea. Most travelers do not want anything more than a safe, convenient spot to use the rest room, stretch or walk their pets, according to Apple.

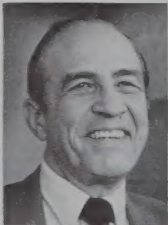
About one-third of travelers responding to the survey favored continuing to allow non-profit groups to provide free coffee at rest areas.

The most requested item in the survey, with 69 percent in favor, were emergency telephones. Nearly 57 percent want a list of emergency services posted in rest areas.

CAP honors Aero chief

Aeronautics Division Administrator Paul Burket is the recipient of the Regional Civil Air Patrol's 1987 Frank Brewer Award.

The honor recognizes Burket's contributions to the advancement of youth in aerospace education.



Paul Burket

Joe Holden, an Aeronautics assistant administrator, accepted the award in Burket's absence at the annual Wing Banquet held in Portland recently.

The award cited Burket's and the Aeronautics Division's efforts in organizing a statewide essay contest for elementary and high school students, and for the division's general support of aerospace education.

The Civil Air Patrol is a national volunteer organization that serves as an auxiliary to the U.S. Air Force and is used primarily for disaster aid and search and rescue missions.

Finalists vie for Highway's 3-E Award

Two Highway Division employees will be honored for excellence, at a banquet in Salem during National Transportation Week.

The annual H. Scott Coulter Award for Excellence will be presented to one management and one non-management employee. State Highway Engineer Don Forbes will select those winners from 14 finalists, 10 from the field and four from Salem.

The 3-E award is intended to reflect the traditional Highway Division values--efficiency, economy and excellence.

Finalists include:

Region 1--Hal Baird, assistant district inspection manager, Mil-

waukie (management); and Mike Beeson, highway engineer 3, Milwaukie (non-management).

Region 2--Eldon Everton, District 1 maintenance supervisor, Astoria (management); and Brian Gregor, planner 2, Salem (non-management).

Region 3--William Keller, highway maintenance supervisor C, Central Point (management); and Joan Symons, designer/inspector, Medford (non-management).

Region 4--Lyle Howell, highway maintenance supervisor B, Klamath Falls (management); and Ken Paetz, assistant party chief, Klamath Falls (non-management).

Region 5--Darwin Brice, district

office manager, Pendleton (management); and Marvin Dowdy, assistant section foreman, Baker (non-management).

Salem headquarters--Herm Mitzel, administrative services manager, Materials and Research, and Dick Unrein, bicycle program manager (management); and James Dowers, highway maintenance worker 1, and Charles Vachter, specifications aide (non-management).

The awards banquet will be held at the McNary Restaurant, 6255 River Road North in Salem, at 7 p.m. Wednesday, May 18, following a social hour. Contact the State Highway Engineer's office for tickets.

Retirements

Leonard Blumenthal, highway maintenance worker 3, Highway Division, Parkdale, retired in April after 14 years of service.

Robert Conklin, senior materials testing engineer, Highway Division, Salem, retired in April after 33 years of service.

Ferris Cornelius, engineering technician 2, Highway Division, Salem, retired in May after 14 years of service.

C.O. "Chuck" Fredrickson, supervising highway engineer F,

Highway Division, Salem, retires in May after 36 years of service.

Walt Hart, state bridge engineer, Highway Division, Salem, retires in May after 36 years of service.

Vernal Moore, supervising geologist A, Highway Division, La Grande, retired in April after 36 years of service.

Arvey Nelson, supervising highway engineer B, Highway Division, Salem, retired in April after 32 years of service.

O.D. Purdom, highway mainte-

nance supervisor C, Highway Division, Santiam Junction, retired in March after 32 years of service.

Richard Singer, highway engineer 2, Highway Division, Salem, retired in April after 32 years of service.

Robert Sparks, engineering technician 3, Highway Division, Salem, retired in April after 24 years of service.

Robert Ulmer, engineering technician 3, Highway Division, Salem, retired in April after 22 years.

Moving up
Moving up
Moving up
Moving up



Motor Vehicles Division

Dan Dlugonski, motor vehicle representative (MVR) 2, North Region, to MVR 3, Northeast Portland.

Betsy O'Brien, clerical assistant to clerical specialist, Salem.

Ted Raaymakers, MVR 1 to MVR 2, Coos Bay.

Parks Division

Douglas Crispin, park ranger 1 to park ranger 2, Cape Lookout State Park, Tillamook.

Central Services

Carol Brooks, programmer to systems analyst, Salem.

Highway Division

Thomas Arnold, environmental specialist 2 to program coordinator 2, Salem.

Arthur Blachly, highway engineer (HE) 4 to HE 5, Salem.

Clyde Blaylock, highway maintenance worker (HMW) 2 to HMW 3, Steamboat.

Tommy Coble, HMW 3 to HMW 4, Salem.

Laurie Costales, clerical specialist to administrative assistant, Salem.

Norman Hansen, engineering technician (ET) 1 to HE 1, Klamath Falls.

Robert LeTourneau, HE 1 to HE 2, Salem.

Jay McRae, HE 2 to HE 3, La Grande.

Daniel Motley, fiscal coordinator 1 to fiscal auditor 3, Salem.

John D. Smith, ET 2 to HE 1, Salem.

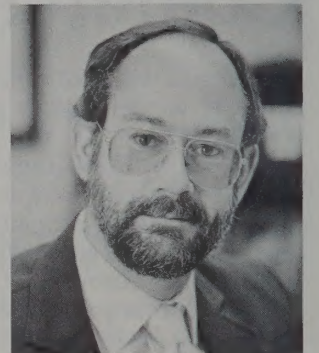
Gary Smither, HE 2 to HE 3, Coquille.

James Spivey, HMW 2 to HMW 3, Pendleton.

Richard J. Williams, HMW 2 to HMW 3, Coquille.



Betsy O'Brien
Clerical Specialist
Motor Vehicles Division
Salem



Thomas Arnold
Program Coordinator 2
Highway Division
Salem

On the job with Jackie Marshall



SMALL SHOP--Jackie Marshall, office manager of the Burns Motor Vehicles Division field office, serves a customer (above), while she and Motor Vehicles Representative Colleen Watts (below) check a computer printout. The two-person operation allows for quality customer service and a friendly atmosphere, Jackie says.

By Ann Snyder
DMV Public Affairs Manager

What does living in Burns have in common with piecing together a jigsaw puzzle?

"Everything, if you work for DMV," says Jackie Marshall.

As manager of the Motor Vehicle Division's two-person Burns office, Jackie sees a lot of similarity between her work at DMV and her hobby--jigsaw puzzles.

"I have to be able to answer all kinds of questions and piece together the needs my customers have, often without them having all the information I need to help them," Jackie says.

"I think the neat thing about working here is that I can help people get their problems worked out. I feel good about helping people."

Jackie has been helping Burns-area residents since 1966, when she joined the Motor Vehicles Division. At that time, the job had three pieces.

"Or maybe it was really three puzzles," she adds with a smile.

"The office at that time was funded by three agencies--one third each by the Public Utility Commission, and the Highway and Motor Vehicles divisions. I worked for all three of them until they reorganized in 1970."

Jackie also ran the Oregon State Police and Highway radios and had a secret ambition to solve a real-life puzzle.

"I always felt like I wanted to play detective and solve a crime before the police did," she says.

She got her chance one day as she was driving back to Burns from a training session in John Day.

"There was a bulletin out describing a wanted man in the area, and as I was driving home, I spotted him walking along the road. I called the police, and they got him."

Another adventure came in 1970, when Jackie "became one of the first seven women at DMV to become driver examiners."

Before then, a traveling male examiner had regularly visited Burns to give drive tests. Jackie was going to have to give those tests herself.

She had expected her customers to be wary of taking the test from a woman, but instead found that they liked the idea.

"It was a very nice experience, actually," she says. "I enjoyed it. I got very few negative comments. In fact, a lot of people told me they felt more comfortable taking a drive test from a woman than a man."

She chuckles, though, at what came next.



"I did get a few strange looks, though, when I became the state's first expectant driver examiner. A lot of people were awfully surprised to see a pregnant woman come out to give them their drive tests."

But that, as all her endeavors have, turned out well. Her son, now a college student and doing well in school, makes Jackie and her husband proud.

Jackie, a life-long resident of Burns, is also proud to be working for the Oregon Motor Vehicles Division.

"I was able to help get the Salem PUC office to begin issuing PUC permits at John Day's DMV office, and to get Lakeview a transceiver to

print PUC and Highway permits. Before that, people in those areas

had to come to my office. That wasn't very convenient for them." "I can help people faster and more accurately now, which makes them a lot happier. And when everyone you deal with has known you since you were young, you want to be able to help them with their problems. A lot of my customers are like family."

That can be a drawback, though, she says, because Burns-area residents expect her, like family, to be able to help them at all times--even when they run into her at the grocery store.

"I was out shopping for food, and I was in a hurry," she says. "I had to tell one man I've known for years that I just didn't have time to answer his questions right then and there. I told him he'd have to come to the office. He didn't speak to me for six months."

Jackie says the biggest frustration

'A lot of my customers are like family.'

she experiences in her job is when she can't help people.

"When I'm running the office by myself and more customers come in than I can accommodate, it's hard. But I always see that everyone gets the help they need. And they usually know each other, so they'll visit while they wait."

Customers are also entertained by Jackie's collection of antique license plates on the office's walls, which she says draws a lot of interest. One customer left the office and returned with a mate to her 1949 plate.

"Our local paper ran a photo and story about it," she laughs.

That friendly atmosphere is one of the things that keep Jackie and her husband in Burns.

"We like Harney County. We like the people, and all the pluses there are here. We can go into the woods and dessert, and we like to visit Steins Mountain every year. It's beautiful here."

Jackie especially likes her job.

"You never know what you're going to be asked or what you'll be doing. I like the variety. It's like a jigsaw puzzle."

Retirees report

Helen Aldridge, Keizer, clerical specialist/lead worker, Mail Center, Motor Vehicles Division, retired in 1985.

Since retirement, Helen has stayed pretty close to home. In addition to working in her yard and around the house, she occasionally visits her daughter, who is working and going to college in Corvallis.

Helen is a member of the American Legion Auxillary and the Oregon Public Employees Retirees Union. She keeps in touch with her ODOT friends by regularly attending retirement gatherings.

"It is so much fun to be retired and not have to push that alarm button," she says.

John "Jack" Ricker, Pendleton, Assistant Resident Engineer, Highway Division, retired in 1980.

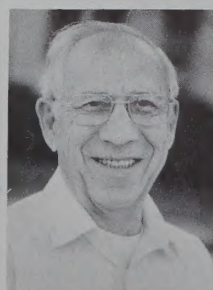
In Jack's first year of retirement, he says he did "absolutely nothing," although he notes that he did completely remodel his house.

The following summer, he kept that pace by getting a job driving a self-propelled combine in the Pendleton area. He had developed a fascination with big machinery during his 30 years with the Highway Division, and so he got a job the following summer driving an 18-wheeler. For two months, he hauled wheat from Pendleton to the Umatilla Docks in the Hermiston area.

His attraction for even bigger rigs landed him a part-time job with the same company, driving between Pendleton and Boise and between Pendleton and Wallula, Wash.

During the summer of 1986, Jack and his wife, Audrey, joined Highway retiree Bill Ferguson and his wife, and together they painted all the no-passing zone stripes for the Highway Division's Region 5.

The Rickers have also taken



some time for themselves.

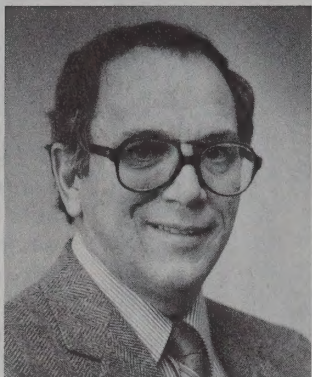
While vacationing on the East Coast, they toured Washington, D.C., New England, Niagara Falls and New York City and saw Plymouth Rock. This past summer, Audrey and Jack traveled to Reno, Las Vegas, the Grand Canyon, Phoenix, Ariz., San Diego and to the Mexican border, and returned home up the Oregon Coast. Other trips have included visits to their children in New Jersey and Fairbanks, Alaska.

Jack stays active as a member of three coffee clubs and a regular customer at the Pendleton Athletic Club. He and his wife are both elders of the Presbyterian Church.

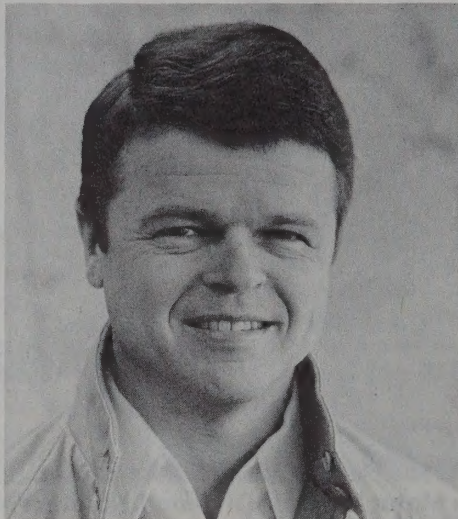
CANDID COMMENTS

What changes do you foresee in the Highway Division by its 100th birthday?

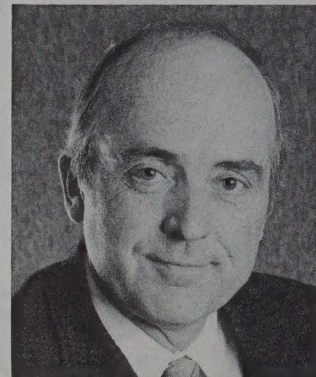
Bob Hector
Region 5 Engineer
La Grande



Dale Allen
Region 4 Engineer
Bend

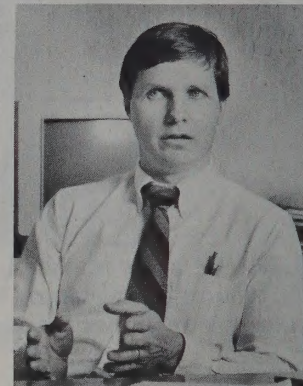


Bill Anhorn
Region 2 Engineer
Salem



Jack Sullivan
State Maintenance
Engineer
Salem

Don Forbes
State Highway Engineer
Salem



Bob Hector

The basic mission of the division will stay the same. Our employees will be better educated, more technically competent and specialized. Women and minorities will be at all levels of responsibility. And it will still be an exciting place to work.

Dale Allen

The private automobile will likely remain the major mode of transportation. Interchanges on rural primary highways will become common as interstate concepts shift toward a new federal highway system. Urban congestion will increase. Cold recycling will be routine, and I will be retired.

Bill Anhorn

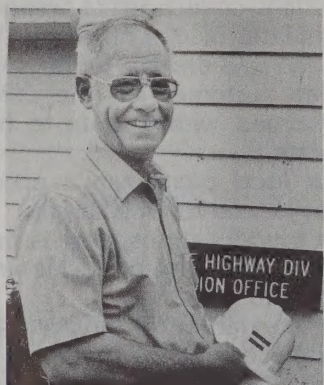
I don't claim to be a great futurist, but I have noticed that, in the last 25 years, the biggest changes have been in technology and work force demographics. I expect that to continue over the next 25 years. On the west side of Oregon, I expect a shift in emphasis to the planning and building of transit systems.

Jack Sullivan

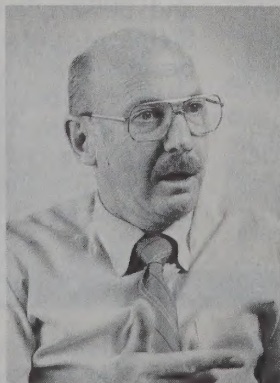
I expect more managers and supervisors will use portable computers to record and transmit data. Maintenance equipment will be more computerized--capable of performing more tasks now done manually. It will not be uncommon for women to supervise maintenance crews. We will have discovered a truly everlasting pothole patching material.

Don Forbes

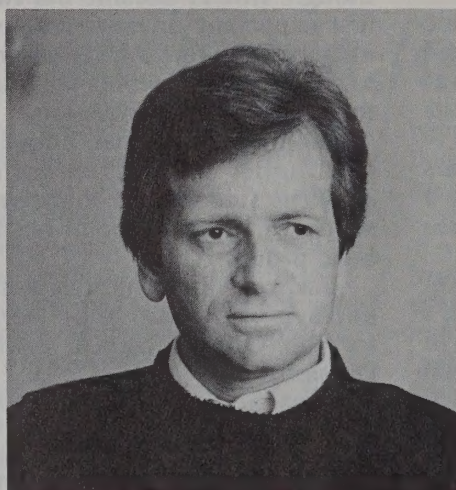
I believe the personal vehicle will still be people's preferred method of transportation on our 100th anniversary. No matter what routes we are building and maintaining in 25 years, Oregonians will continue to prize their freedom of mobility.



Jim Gix
Region 3
Engineer
Roseburg

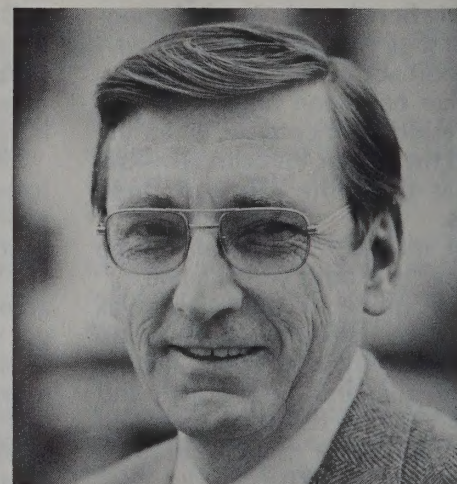
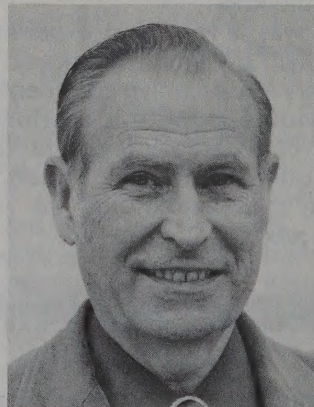


Bob Bothman
ODOT Director
Salem



Rick Kuehn
Region 1 Engineer
Milwaukie

Chuck Fredrickson
State Construction
Engineer
Salem



Don Adams
Deputy Highway Engineer
Salem

Jim Gix

In 25 years, I expect a major shift in duties to field regions with the computer network giving tools to all levels to design roads and handle financial obligations. The three metropolitan areas will have commuter rail service operating partly under the umbrella of ODOT. Females will be at all levels of management.

Bob Bothman

The Highway Division will shift its emphasis from building roads to managing them and its employees. As I become more of a transportation user over the next 25 years, it will be interesting to watch the division accommodate another million people here in Oregon. That will be as big a challenge as we've had over the past 75 years.

Rick Kuehn

There will be a greater emphasis on railroads for moving freight, thereby reducing the impact on highways. Vehicles will be powered by some other energy source, and the tax structure to support our programs will be changed. We will have employee rotation programs with other countries, including the Soviet Union.

Chuck Fredrickson

During the past 75 years, Oregon has developed, constructed and maintained one of the finest highway transportation systems in the United States. Twenty-five years from now, I expect it will be even bigger and more responsive to the needs of the people we serve.

Don Adams

We'll still be doing the basics--building, operating and maintaining Oregon roads--with increased public involvement, using more high-tech tools and the same, but modified and improved materials. The Highway Division might celebrate the 100th with completion of the Westside Bypass.